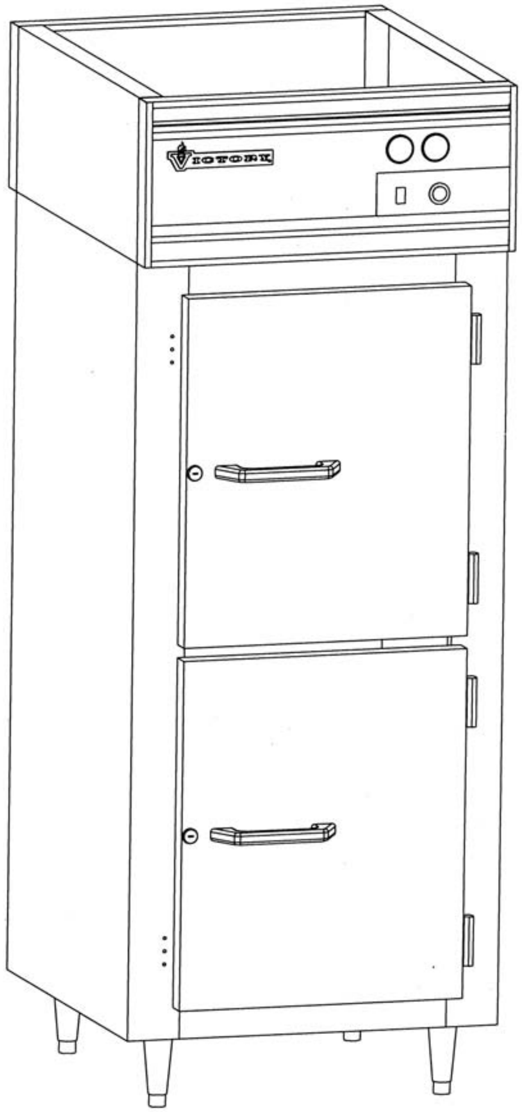
Refrigeration at its best

Installation, Operation and Troubleshooting Instructions

Reach-In & Pass-Thru Warmer/Refrigerator

For Models: HR-1D-7-EW, HR-1D-7-EW-PT, HR-2D-7-EW, HR-2D-7-EW-PT, RH-2D-7-EW & RH-2D-7-EW-PT



Manual Part No. XXXXXXXX
Rev: 00
Print Date: xx/xx/xx

110 Woodcrest Road, Cherry Hill, NJ 08003

Phone: (856) 428-4200 Fax: (856) 428-7299 Website: www.victory-refrig.com

E-Mail: parts@victory-refrig.com • order-entry@victory-refrig.com • service@victory-refrig.com

PART OF AGA FOODSERVICE GROUP

T H A N K Y O U

Thank you for purchasing a Victory Refrigeration Warmer/Refrigerator! This unit has passed our strict Quality Control Inspection and meets the high standards set by Victory Refrigeration. You have made a quality investment that with proper maintenance will give you years of service.

Please read the following installation and maintenance instructions before installing or using your unit. If you have any questions, please call our Customer Service Department at (856) 428-4200.

IMPORTANT INFORMATION - PLEASE READ

- ***Please read these instructions carefully before installing or using. If recommended procedures are not followed, warranty claims will be denied.***
- ***Your Warranty Registration information is located on the next page of this manual. Please complete the card and submit it to Victory Refrigeration within 10 days of installation. Failure to properly register equipment can void the warranty.***
- ***Victory Refrigeration reserves the right to change specifications and product design without notice. Such revisions do not entitle the buyer to corresponding changes, improvements, additions or replacements for previously purchased equipment.***
- ***A detailed Owners Manual with a troubleshooting guide, parts lists and additional information can be ordered from the factory or may be downloaded free from the website at www.victory-refrig.com.***

Warranty

(Continental USA Only)

The Seller warrants to the original purchaser, equipment manufactured by Seller to be free from defects in material and workmanship for which it is responsible. The Seller's obligation under this warranty shall be limited to replacing or repairing at Seller's option, without charge, F.O.B. Sellers factory, any part found to be defective and any labor and material expense incurred by Seller in repairing or replacing such part, such warranty to be limited to a period of one year from date of purchase or thirteen months from date of shipment from Seller's factory, whichever is earlier, provided terms of payment have been fully met. All labor shall be performed during regular working hours. Overtime premium charges will be at Buyer's expense.

Proof of purchase must be supplied to Seller to validate warranty. This warranty is valid only if equipment is properly installed, started-up and inspected by the dealer or authorized Victory Service agent.

Removal or alteration of the serial/data plate from any equipment shall be deemed to release Seller from all warranty obligations or any other obligations, expressed or implied.

This warranty does not cover Thermostat or Defrost Timer calibration and/or adjustment, freight damage, normal maintenance items outlined in Owner's Manual, adjustment of door mechanisms or replacement of light bulbs, fuses or batteries.

Any repairs or replacement of defective parts shall be performed by Seller's authorized service personnel. Seller shall not be responsible for any costs incurred if the work is performed by other than Seller's authorized service personnel. Reimbursement claims for part(s) or labor service costs must be made in writing. Model, cabinet serial numbers and installation location must be shown on the claim. A receipted bill from the servicing agency must accompany the claim, together with full details of the service problems, diagnosis and work performed. Victory reserves sole discretion whether further documentation on a claim is to be submitted.

Seller shall not be liable for consequential damages of any kind which occur during the course of installation of equipment, or which result from the use or misuse by Buyer, its employees or others of the equipment supplied hereunder, and Buyer's sole and exclusive remedy against Seller for any breach of the foregoing warranty or otherwise shall be for the repair or replacement of the equipment or parts thereof affected by such breach.

The foregoing warranty shall be valid and binding upon Seller if and only if Buyer loads, operates and maintains the equipment supplied hereunder in accordance with the instruction manual provided to Buyer. Seller does not guarantee the process of manufacture by Buyer or the quality of product to be produced by the equipment supplied hereunder and Seller shall not be liable for any prospective or lost product or profits of Buyer.

THE FOREGOING WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESS AND IMPLIED WARRANTIES WHATSOEVER. SPECIFICALLY THERE ARE NO IMPLIED WARRANTIES OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE.

The foregoing shall be Seller's sole and exclusive obligation and Buyer's sole and exclusive remedy for any action, whether in breach of contract or negligence. In no event shall Seller be liable for a sum in excess of the purchase price of the item.

You may register online at *www.victory-refrig.com,* fax this completed page to *(856) 428-7299,* or copy and mail form below to Victory.

***NOTE: The following mail-in form or online registration must be filled out and forwarded to Victory by the installer or customer within 10 days after start-up. Failure to do this will invalidate the warranties. Retain this information for your records.**

VICTORY

110 WOODCREST ROAD
CHERRY HILL, NJ 08003-3648
TEL: (856) 428-4200 • **FAX:** (856) 428-7299

Cabinet Model No.__________________

Cabinet Serial No._________________

(Data plate information located inside cooler on the upper left wall)

WARRANTIES NOT VALID UNLESS REGISTERED AT FACTORY WITHIN 10 DAYS AFTER START-UP DATE.

ORIGINAL DATE OF INSTALLATION ____

INSTALLATION COMPANY NAME ____

STREET________________________ CITY________________ STATE_____ ZIP CODE________

DISTRIBUTOR'S NAME____

STREET________________________ CITY________________ STATE_____ ZIP CODE________

INSTALLATION INSTRUCTIONS

Proper installation is the first step to operation. We recommend that your warmer/ refrigerator be installed by an authorized Victory Certified Installer.

Receiving Shipment

All units are performance tested and thoroughly inspected prior to shipment. Upon leaving the factory, all units are in perfect condition. Upon receipt, examine the exterior of the shipment packaging for any signs of rough handling. If the cabinet is damaged, it should be noted on the delivery slip or bill of lading and signed. A claim must be filed immediately against the carrier indicating the extent and estimated cost of damage incurred.

Uncrating

Tools Needed **:** ***3/4" Box Wrench • Adjustable Wrench • Level***

WARNING: Never lay your warmer / refrigerator down on either its back, front or sides. This allows compressor oil into the refrigerant lines which can damage the compressor at start-up. If the unit is laid down, it must be set upright for a minimum of 12 hours before starting the compressor. Failure to adhere to the above recommendation will void the warranty.

1. Split plastic wrap along one of the cardboard posts. Remove and discard all packaging material, tape and interior components.

2. Move cabinet as close to final location as possible before removing skid.

3. Remove the shipping skid by tipping the cabinet forward. Remove the shipping bolts with 3/4" box wrench while the cabinet is held in one direction. Repeat this procedure while the cabinet is held in the opposite direction.

4. Use extreme caution when removing the wooden skid, especially when the last bolt is removed. If not properly blocked, the skid will fall to the floor.

Locating Your New Storage Warmer/ Refrigerator

Consider the following when selecting a location for your warmer/refrigerator:

1. **Clearance -** There must be a minimum clearance of 10" between the top of the warmer / refrigerator and the ceiling.

2. **Floor Load -** The floor on which the cabinet will rest must be free of vibration and suitably strong enough to support the combined weights of the cabinet plus the maximum product load.

3. **Ventilation -** The air cooled, self-contained warmer/refrigerator requires a sufficient amount of cool, clean air. Avoid placing the refrigerator near heat generating equipment such as ovens, ranges, heaters, fryers, steam kettles, etc., and out of direct sunlight. Avoid locating the self-contained refrigerator in an unheated room, or where the room temperature may be below 55°F.

Installing Legs or Casters

Warmer / Refrigerator cabinets are shipped with 1/2" single stud mounted legs or casters.

1. Legs/Casters must be screwed by hand into the threaded holes located on the case bottom (****Note:*** *Once the caster cannot be turned, take a 3/4" box wrench and tighten the nut in between the mounting plate and wheel of the caster until it is snug*).

2. Tilt the cabinet in one direction approximately eight inches and block it securely with several pieces of 2 x 4 lumber or other suitable material.

3. Screw in the two left or right legs/casters.

4. Repeat this procedure to install the other legs/casters.

Leveling

Cabinets must be leveled when installed. Failure to level your cabinet may result in doors not sealing, closing properly or condensate water not draining properly.

Legs - Rotate the foot of the leg with an adjustable wrench to achieve desired height for leveling.

Casters - Cabinets with casters can be leveled by placing large flat washers in between 1/2" stud and holes located on the case bottom.

Cabinet Cleaning

Prior to placing your new warmer / refrigerator and all shelves, pans and slides into operation, it is advisable that the interior be washed thoroughly with a mild detergent and water solution. Rinse with clear water and a sanitizing solution. Allow cabinet to air dry.

Installing Shelves

All cabinets with shelves are supplied with pilasters and shelf clip supports. Shelves are easily installed by inserting the shelf support clips into the pilasters so they fit tightly. Align the shelf so the smaller fill wires run from front to rear and rest the shelf on the clips.

Electric Supply

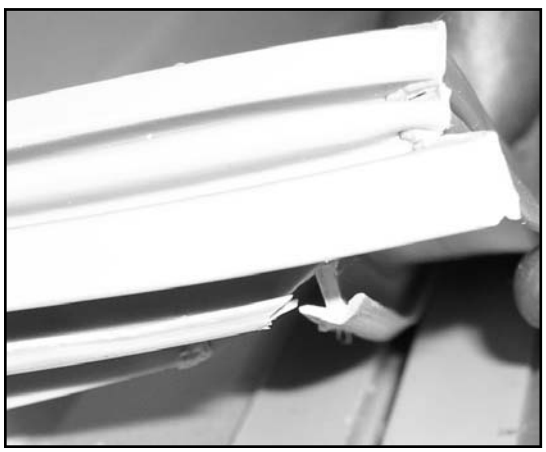
Wiring should be done by a qualified electrician in accordance with local electrical codes. **A separate ground wire must be supplied for all installations.** A properly wired warmer / refrigerator will assure proper operation. Electrical supply requirements are on the cabinet serial/data plate. It is recommended that a direct, properly protected line of the proper size wire be installed from the main supply to your warmer / refrigerator. To assure that the correct voltage is being supplied, while the warmer / refrigerator is in operation take a voltage reading at the motor-compressor electrical connections, or as close to the motor-compressor as possible.

All warmer / refrigerator electrical systems are internally grounded.

Installing Replacement Door Gasket (if required)

Removing
Beginning at one corner, pry gasket loose from the retaining strip. Peel remainder of gasket from the door and discard.

Replacing
Before replacing, be sure the gasket and door are at room temperature. (If necessary, soak the gasket in warm water to make it more pliable.) Align new gasket frame on the door retainer strip. Starting at one corner, press each corner of the gasket into the retainer strip. Once started, the gasket can be easily inserted around the entire perimeter of the door by simply press rolling into place.



"Door Gasket & Retainer Strip"

Temperature Control

The refrigerator temperature control should be set to maintain a temperature of 38°F (3.3°C) to 40°F (4.4°C).

The warmer temperature control can be adjusted to desired temperature of 80°F (26.7°C) to 180°F (82.2°C). See recommended food storage period chart on page 5.

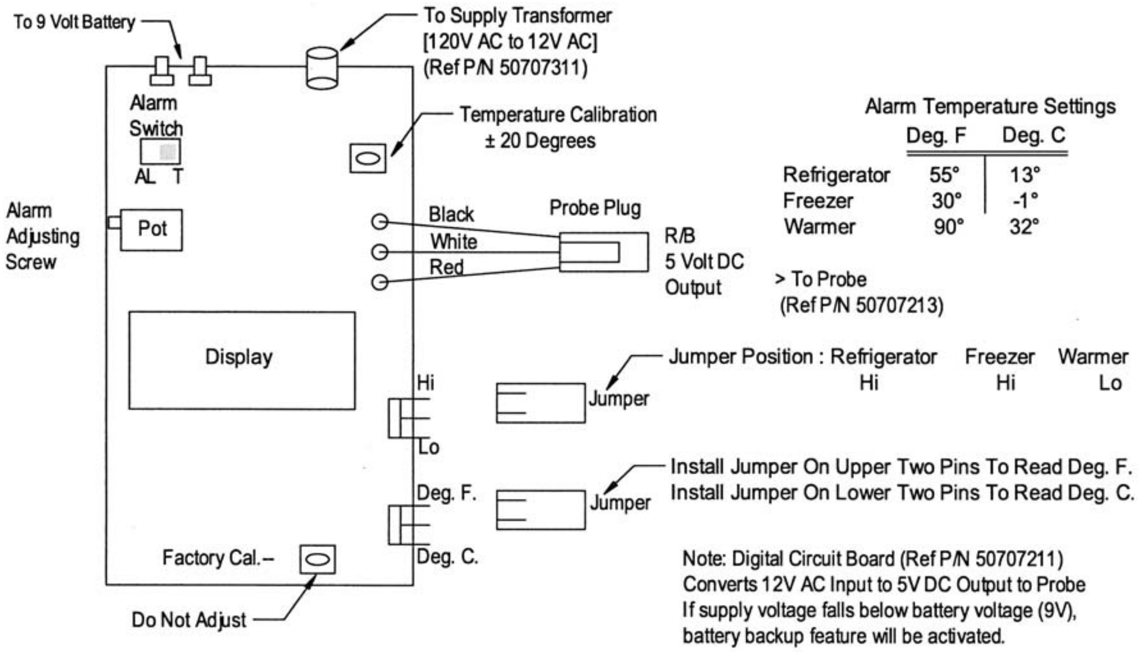
Digital Thermometer Back-Up Battery

Prior to cabinet start up, make sure that a 9 Volt battery is connected. This will keep the digital thermometer operational during an unexpected power failure.



Digital Thermometer

Digital display thermometers have a sensing range of -40°F to 220°F (-40°C to 105°C) which allows it to be used in a wide variety of applications. Setting the Alarm Control for proper application is accomplished by installing the jumper on the "HI" (High temperature alert for Refrigerators and Freezers) or "LO" (Low Temperature alert for Warmers) pin position as shown:



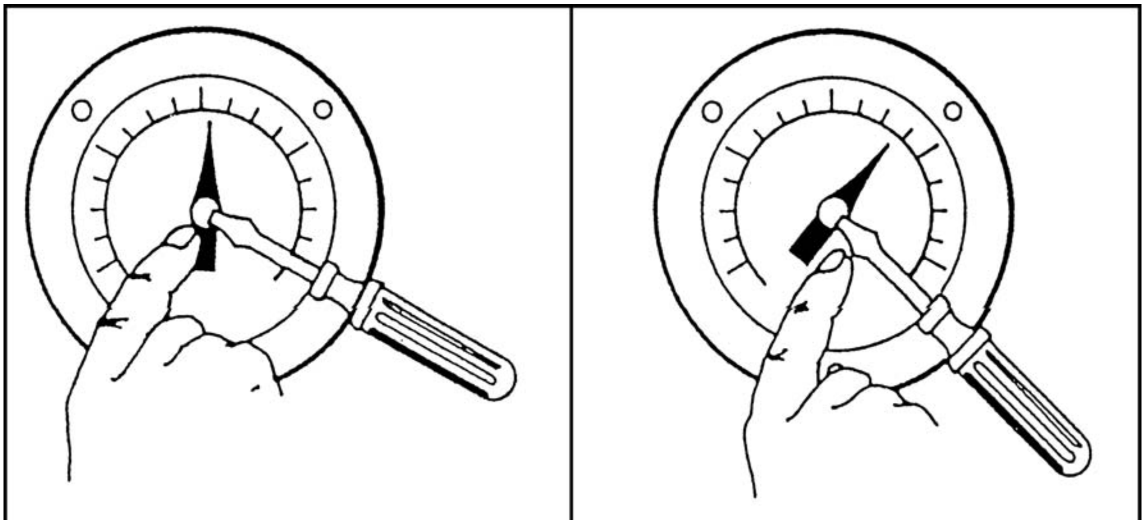
Calibrating Digital Thermometer Display Temperature

The alarm switch must be placed in the right (T) position as shown when calibrating temperature.
***Note:** The digital thermometer has a built-in delay to display change every two (2) minutes. This prevents the display from showing erratic temperature readings during door openings. When making any calibration adjustments, allow two minutes for the delay to register temperature changes.
Place a reliable dial or digital thermometer sensing device in the center area of the cabinet. Turn the temperature calibration screw clockwise to increase the temperature, or counter-clockwise to decrease the temperature. Wait two minutes for the display to respond to the new settings.

Setting Digital Thermometer Alarm
Move the alarm switch to the left (AL) position. (The Display may begin to Flash.)
Turn alarm adjusting screw clockwise to increase the setting or counter-clockwise to decrease.
Set the temperature to the appropriate range for the application as shown above.
Move the alarm switch to the right (T) position.
Note: The alarm is indicated by a flashing display temperature and occurs when temperatures rise above the alarm setting for refrigerators and freezers, or when temperatures drop below the alarm setting for warmers. Changing the jumper to read in "Centigrade" will not require further calibration or alarm adjustment.

Dial Thermometer Calibration

1. Check cabinet temperature by using an accurate hand held dial or digital thermometer.
2. Look at the dial thermometer on the cabinet grille, if it matches the thermometer test meter (+ or -1°F)do not adjust.



Low Temperature Calibration | High Temperature Calibration

3. It it does not match, remove the dial thermometer lens with a small screwdriver.
4. To adjust the temperature needle, insert a small screwdriver in the slotted screw on the needle.
5. Hold the wide end of the needle to keep it from moving, and turn the screw clockwise or counterclockwise to adjust as needed.

***Note:** Temperature settings should be as follows; **refrigerator** set at **38°F (3.3°C)** and **warmers** set at **180°F (82.2°C)**.

6. Release needle and remove screwdriver.
7. Verify new needle setting with thermometer test meter.
8. Replace dial thermometer lens.

Installation Checklist

After the cabinet has been installed, leveled and cleaned as described, refer to the following checklist prior to start-up.

- ☑ Check for proper electrical hook-up.
- ☑ Check exposed refrigeration line connections for leaks. Make sure refrigeration lines are not dented, kinked or rubbing.
- ☑ Check condenser fan for freedom to rotate without striking any stationary members.
- ☑ Check that cabinet is level.

Product Load

After the warmer/ refrigerator has been started and reaches the proper storage temperatures, food may be loaded. For optimum energy efficiency, we recommend allowing a 1-1/2” clearance between the interior cabinet wall and product load.

PREHEATING & UTILIZING WARMER

Preheat the warmer section one hour before placing food. The food should be placed in the cabinet while hot, ***but not until it stops giving off steam (if excessive, use a lid on pots or pans)***.

It is necessary to experiment by increasing and decreasing the temperature of the warmer until the temperature at which majority food is in best condition has been discovered. Once the setting is determined, the control should always be kept at this setting.

Foods such as breaded meats, fish, etc require less degree of moisture in the warmer to prevent sogginess. All warmer sections are equipped with vents or a damper. The damper should be opened for such food by turning the knob in the desired direction for opening and closing.

Recommended Food Storage Periods

Product	Longest Time Kept	Average Time Kept	Approximate Temp. (°F)
***Crispy or Dry Foods**			
Baked Potatoes	**2 hrs.**	**30 min.**	**170-180**
Corn Sticks	**2 hrs.**	**1 hr.**	**140-150**
Crackers	**8 hrs.**	**5 hrs.**	**140-150**
Chicken Pies	**6 hrs.**	**3 hrs.**	**170-180**
Club Sandwiches (Wrapped)	**1 hr.**	**30 min.**	**160**
Fried Chicken	**6 hrs.**	**3 hrs.**	**170-180**
Fried Seafood	**6 hrs.**	**2 hrs.**	**170-180**
Hard Rolls	**8 hrs.**	**4 hrs.**	**140-150**
Hot Mince or Apple Pie	**6 hrs.**	**4 hrs.**	**160**
Meat Pies	**6 hrs.**	**3 hrs.**	**170-180**
Popcorn and Potato Chips	**10 hrs.**	**5 hrs.**	**150**
***Moist Foods**			
Baked Beans	**8 hrs.**	**4 hrs.**	**170-180**
Baked Stuff Lobster	**3 hrs.**	**2 hrs.**	**170-180**
Biscuits	**1 hr.**	**30 min.**	**150-175**
Casserole (without top crust)	**8 hrs.**	**4 hrs.**	**170-180**
Chop Suey	**6 hrs.**	**4 hrs.**	**180**
Deviled Crabs	**5 hrs.**	**3 hrs.**	**170-180**
Frankfurter	**6 hrs.**	**3 hrs.**	**160-175**
Hash	**4 hrs.**	**2 hrs.**	**170-180**
Hot Puddings	**8 hrs.**	**4 hrs.**	**150-180**
Mashed Potatoes	**3 hrs.**	**2 hrs.**	**160-180**
Meats - ready for serving	**4 hrs.**	**2 hrs.**	**170-180**
Muffins and Corn Bread	**8 hrs.**	**3 hrs.**	**140-150**
Soft Rolls	**12 hrs.**	**4 hrs.**	
Stews - ready for serving	**4 hrs.**	**2 hrs.**	**170-180**
Sweet Rolls	**4 hrs.**	**2 hrs.**	**140-150**
Stuffed Pork Chops	**4 hrs.**	**2 hrs.**	**170-180**
Vegetables - ready for serving	**6 hrs.**	**2 hrs.**	**170-180**
Turkey with Dressing	**3 hrs.**	**2 hrs.**	**175**

Rolls that are extremely rich in butter content cannot be kept for any extended time without the butter becoming rancid. Rolls with sugar icing may require a lower temperature to prevent the icing from running.

PERIODIC MAINTENANCE

Cabinet Cleaning
Victory Refrigeration recommends periodic internal and exterior cleaning as outlined below.

Daily Exterior Cleaning

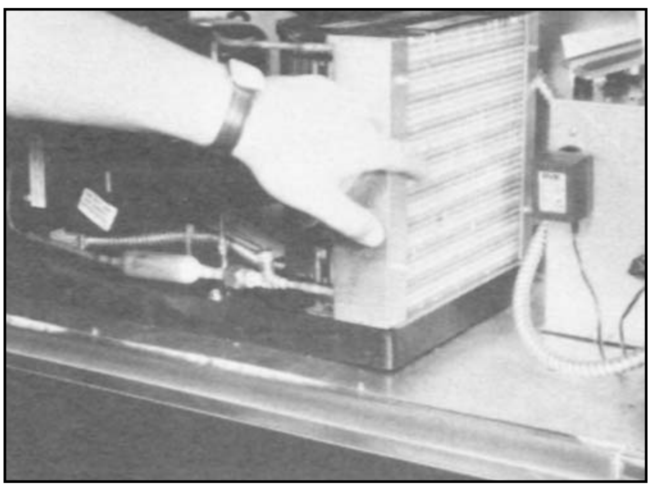
1. Clean surface with a sponge and cleaning solution. Use a non-abrasive cleaner that does not contain chlorine.
2. Polish with a soft cloth, wiping with the grain of the metal.
3. Once a week wipe with a film cutting agent to maintain shine.

Weekly Interior Cleaning

1. Remove all food, food related items and shelves.
2. Turn the unit off.
3. Remove loose food particles from interior floors, walls and ceiling.
4. Scrub all interior surfaces with warm detergent solution 100 °F - 120°F (38°C - 39°C) and a nylon bristled brush.
5. Rinse with clear water and allow to air dry.
6. Reinstall shelves.
7. Return power (electrical) to unit by resetting circuit breaker.
8. Return food to cabinet when temperature indicator reaches safety zone.

Condenser Maintenance
To keep your cabinet running efficiently, it is recommended that you clean the condenser once every three months. However, once a month is recommended if the unit is located near cooking equipment which produces grease laden vapors, i.e. fryers, grills, steam kettles, etc.

1. Disconnect power by switching circuit breaker to “OFF” position.
2. Remove the front grill by removing the two (2) screws on the inside of the grill at each end, then lift the panel up and straight out.
3. Use a vacuum cleaner with proper brush attachments to clean the condenser, motor-compressor and related parts.
4. In extreme cases of dust and grease buildup, the condenser fins may require blowing out with compressed air or cleaning with a degreasing agent.
5. Turn circuit breaker to “ON” position.



WARNING: Failure to keep condenser clean may cause premature failure of motor-compressor which will NOT be covered by warranty.

Lubrication

Unless otherwise specified, all Victory refrigerators are equipped with oilless type motors. The motor-compressor is a sealed unit and is constantly lubricated when in operation. The condenser and the evaporator motors are equipped with lifetime oiled bearings which never need to be oiled.

BEFORE CALLING SERVICE GUIDE FOR COMMON PROBLEMS

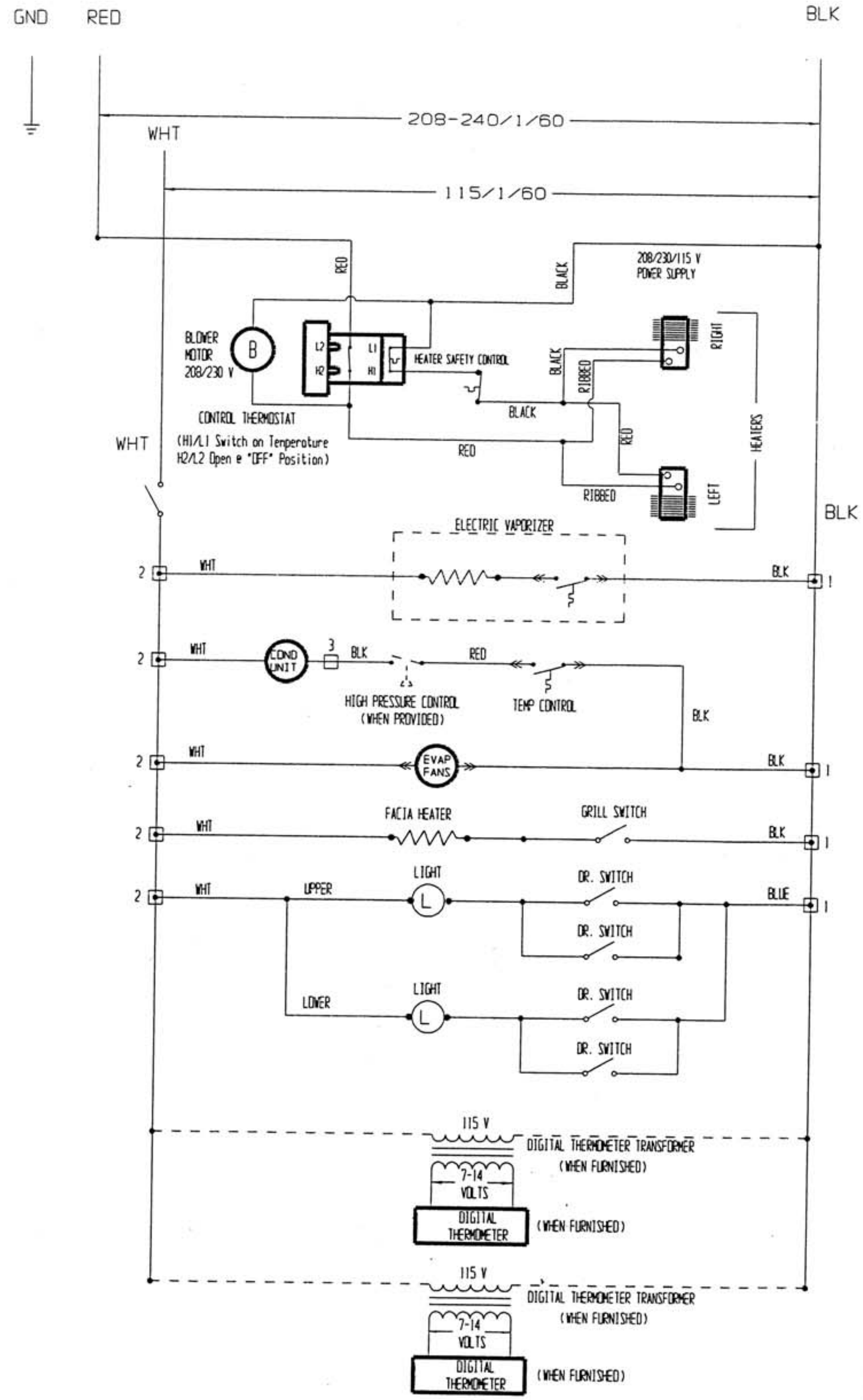
Caution: Disconnect Power Supply Prior to Attempting Any Service!

Problem	Possible Cause	Remedy
Cabinet not running.	Fuse blown or circuit breaker tripped.	Replace fuse or reset circuit breaker.
	Power cord unplugged.	Plug in cord.
	Main Power switch turned off	Turn power switch on.
	Improper Voltage supplied to cabinet (Voltage does not match Data Plate).	Correct supply voltage (Remove extension cords or other equipment on circuit, etc.)
	Thermostat set too high	Set thermostat to lower temperature.
	Cabinet in defrost cycle. (Freezer models)	Allow defrost cycle to finish.
Condensing Unit on Refrigerator or Freezer runs for prolonged period or continuously.	Excessive amount of warm product loaded in cabinet.	Allow adequate time for product to cool down.
	No product in cabinet.	Load cabinet with product.
	Prolonged door opening or door ajar.	Make sure door is closed when not in use. Avoid prolonged door openings.
	Door gasket not sealing properly.	Check gasket condition. Adjust door or replace gasket.
	Dirty Condenser coil.	Clean the condenser coil.
	Improper air flow around Condensing Unit.	Insure adequate air space, relocate away from heat generating equipment, direct sunlight, or direct path of air conditioning or heating ducts.
	Evaporator coil blocked with ice.	Turn unit off and allow coil to defrost. Make sure thermostat is not set too cold and that door gasket is sealing properly.
Refrigerator or Freezer cabinet temperature too high	Thermostat set too high.	Set thermostat to lower temperature (Refer to Users Manual).
	Poor air circulation in cabinet.	Re-arrange product to allow proper air circulation.
	Exterior Thermometer out of calibration.	Refer to Users Manual for calibration procedure.
	Excessive amount of warm product in cabinet.	Allow adequate time for product to cool down.
	Prolonged door openings or door(s) ajar.	Make sure door(s) are closed when not in use. Avoid prolonged door openings.
	Dirty condenser coil.	Clean the condenser coil.
	Insufficient clearance around cabinet or excessively high ambient temperature.	Insure adequate air space, relocate away from heat generating equipment (ovens, fryers, etc.), and out of direct sunlight.
	Evaporator coil blocked with ice.	Turn unit off and allow coil to defrost. Make sure thermostat is not set too cold. Also, check gasket condition.
Cabinet is noisy	Part(s) loose.	Locate and tighten loose part(s)
	Tubing Vibrating.	Insure tubing is free from contact with other tubing or components,.
Refrigerator is freezing product	Thermostat is set too low.	Set thermostat to higher temperature.
	Cabinet overloaded with product	Remove or rearrange product.
Refrigerator or Freezer Compressor will not start - hums and trips on overload protector.	Dirty Condenser coil.	Clean the condenser coil.
	Excessive heat generated from equipment nearby	Relocate cabinet, or adjacent heat generating equipment.
	Voltage to cabinet too high or too low.	Check and correct supply voltage.
Door won't close tight.	Cabinet is not level.	Level cabinet by adjusting legs or shimming casters.
	Door not seated properly in hinge.	Adjust door on hinges by lifting slightly, rotating and reseating.
Condensation on the face of cabinet.	Facia Heaters are turned OFF.	Turn Exterior Condensate Control Switch on Grill to "ON" position.
Digital thermometer blank, flashing, or displaying incorrect temperature or odd characters.	Cabinet not running or temperature too high.	See Remedies Above
	Thermometer probe wire disconnected at back of thermometer.	Connect thermometer probe wire (behind Grill).
	Incorrect power to thermometer unit.	Check Transformer (Located in Electrical Box) and Battery (Located on thermometer, behind Grill.)
	Display module requires calibration.	Refer to Users Manual for calibration procedure.

Wiring Diagram

CAUTION

RISK OF ELECTRICAL SHOCK !
GRILL MOUNTED CONTROL IS NOT A DISCONNECT SWITCH - LINE VOLTAGE IS PRESENT WITH SWITCH IN "OFF" POSITION ALWAYS DISCONNECT ALL POWER SOURCES BEFORE REMOVING SERVICE COVERS.



KEY:
- ● JUNCTION
- ——— CAB. WIRING
- - - - - OPTIONAL WIRING

WARMER SECTION
Wiring Shown with Control in "On" Position at Room Ambient Temperature (Heaters On)

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